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From: Judd, Jill (EHS) <jill.judd@massmail.state.ma.us>
Sent: Monday, February 11, 2013 3:10 PM
To: Hanchett, James (DPH)
Subject: A message from Secretary Polanowicz

Dear Colleagues,

I want to commend our staff and support teams who worked diligently over the weekend to ensure that our 15 agencies ran smoothly and without major incident, even as the state was blanketed by several feet of snow.

Many employees worked the weekend and extra shifts, and some even stayed through the night in facilities. As a result, our clients' needs were met and we were able to operate business-as-usual despite the challenging circumstances.

I want to particularly thank folks at our 24/7 facilities at DMH, DYS, DDS, DCF, DPH and the Soldiers' Homes, for their diligent preparation that allowed services to be delivered to all of our clients without disruption.

From moving clients to new locations, to setting up generators and working around the clock to clear snow, our commitment to the people we serve was on full display.

DPH staff worked at the MEMA bunker to promote safety and well-being throughout the Commonwealth's public health systems. Staff worked with local officials and hospitals to develop and implement emergency client care plans to ensure a continuity of care for patients.

We also displayed an unprecedented commitment to accessibility.

An MCDHH certified deaf interpreter stood alongside the Governor at his press briefing for the first time in state history. ORI staff worked to translate storm alerts in seven different languages through the Mass.gov portal, while communicating real-time updates through ethnic media channels.

The IT Incident Response Team handled and resolved technology issue at numerous sites throughout the weekend and *OLSOP* duty officers worked through the storm to track incidents, gather information and report back to MEMA.

Thank you for your commitment during these challenging events, and know that your efforts are appreciated – by the Commonwealth – and all the people we serve.

Thank you,

John Polanowicz
Secretary